



CHAPTER 9

Configuring Smart Call Home

This chapter describes how to configure the Smart Call Home feature of the Cisco NX-OS devices.

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Information About Smart Call Home

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Smart Call Home Overview

Smart Call Home provides an e-mail-based notification for critical system policies. A range of message formats are available for compatibility with pager services, standard e-mail, or XML-based automated parsing applications. You can use this feature to page a network support engineer, e-mail a Network Operations Center, or use Cisco Smart Call Home services to automatically generate a case with the Technical Assistance Center.

Smart Call Home provides the following:

- Automatic execution and attachment of relevant CLI command output.
- Multiple message format options such as the following:
 - Short Text—Suitable for pagers or printed reports.
 - Full Text—Fully formatted message information suitable for human reading.
 - XML—Machine-readable format that uses Extensible Markup Language (XML) and Adaptive Messaging Language (AML) XML schema definition (XSD). The AML XSD is published on the Cisco.com website at <http://www.cisco.com/>. The XML format enables communication with the Cisco Systems Technical Assistance Center.
- Multiple concurrent message destinations. You can configure up to 50 e-mail destination addresses for each destination profile.

Destination Profiles

A destination profile includes the following information:

- One or more alert groups—The group of alerts that trigger a specific Smart Call Home message if the alert occurs.
- One or more e-mail destinations—The list of recipients for the Smart Call Home messages generated by alert groups assigned to this destination profile.
- Message format—The format for the Smart Call Home message (short text, full text, or XML).
- Message severity level—The Smart Call Home severity level that the alert must meet before Cisco NX-OS generates a Smart Call Home message to all e-mail addresses in the destination profile. For more information about Smart Call Home severity levels, see the “[Smart Call Home Message Urgency Levels](#)” section on page 9-125. Cisco NX-OS does not generate an alert if the Smart Call Home severity level of the alert is lower than the message severity level set for the destination profile.

You can also configure a destination profile to allow periodic inventory update messages by using the inventory alert group that will send out periodic messages daily, weekly, or monthly.

Cisco NX-OS supports the following predefined destination profiles:

- CiscoTAC-1—Supports the Cisco-TAC alert group in XML message format. This profile is preconfigured with the callhome@cisco.com e-mail contact, maximum message size, and message severity level 0. You cannot change any of the default information for this profile.
- full-text-destination—Supports the full text message format.
- short-text-destination—Supports the short text message format.

See the “[Message Formats](#)” section on page 9-150 for more information about the message formats.

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Smart Call Home Alert Groups

An alert group is a predefined subset of Smart Call Home alerts that are supported in all Cisco NX-OS devices. Alert groups allow you to select the set of Smart Call Home alerts that you want to send to a predefined or custom destination profile. Cisco NX-OS sends Smart Call Home alerts to e-mail destinations in a destination profile only if that Smart Call Home alert belongs to one of the alert groups associated with that destination profile and if the alert has a Smart Call Home message severity at or above the message severity set in the destination profile (see the “[Smart Call Home Message Urgency Levels](#)” section on page 9-125).

Table 9-1 lists supported alert groups and the default CLI command output included in Smart Call Home messages generated for the alert group.

Table 9-1 *Alert Groups and Executed Commands*

Alert Group	Description	Executed Commands
Cisco-TAC	All critical alerts from the other alert groups destined for Smart Call Home.	Execute commands based on the alert group that originates the alert.
Configuration	Periodic events related to configuration.	show module show running-configuration vdc-all all show startup-configuration vdc-all show vdc current show vdc membership show version
Diagnostic	Events generated by diagnostics.	show diagnostic result module all detail show diagnostic result module <i>number</i> detail show hardware show logging last 200 show module show sprom all show tech-support gold show tech-support ha show tech-support platform show vdc current show vdc membership show version
EEM	Events generated by EEM.	show diagnostic result module all detail show diagnostic result module <i>number</i> detail show module show tech-support gold show tech-support ha show tech-support platform show vdc current show vdc membership
Environmental	Events related to power, fan, and environment-sensing elements such as temperature alarms.	show environment show logging last 200 show module show vdc current show vdc membership show version

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Table 9-1 *Alert Groups and Executed Commands (continued)*

Alert Group	Description	Executed Commands
Inventory	Inventory status that is provided whenever a unit is cold booted, or when FRUs are inserted or removed. This alert is considered a noncritical event, and the information is used for status and entitlement.	show inventory show license usage show module show system uptime show sprom all show vdc current show vdc membership show version
License	Events related to licensing and license violations.	show license usage vdc all show logging last 200 show vdc current show vdc membership
Linemodule hardware	Events related to standard or intelligent switching modules.	show diagnostic result module all detail show diagnostic result module <i>number</i> detail show hardware show logging last 200 show module show sprom all show tech-support ethpm show tech-support gold show tech-support ha show tech-support platform show vdc current show vdc membership show version
Supervisor hardware	Events related to supervisor modules.	show diagnostic result module all detail show hardware show logging last 200 show module show sprom all show tech-support ethpm show tech-support gold show tech-support ha show tech-support platform show vdc current show vdc membership show version
Syslog port group	Events generated by the syslog PORT facility.	show license usage show logging last 200 show vdc current show vdc membership

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Table 9-1 Alert Groups and Executed Commands (continued)

Alert Group	Description	Executed Commands
System	Events generated by a failure of a software system that is critical to unit operation.	show diagnostic result module all detail show hardware show logging last 200 show module show sprom all show tech-support ethpm show tech-support gold show tech-support ha show tech-support platform show vdc current show vdc membership
Test	User-generated test message.	show module show vdc current show vdc membership show version

Smart Call Home maps the syslog severity level to the corresponding Smart Call Home severity level for syslog port group messages (see the “[Smart Call Home Message Urgency Levels](#)” section on [page 9-125](#)).

You can customize predefined alert groups to execute additional CLI **show** commands when specific events occur and send that **show** output with the Smart Call Home message.

You can add **show** commands only to full text and XML destination profiles. Short text destination profiles do not support additional **show** commands because they only allow 128 bytes of text.

Smart Call Home Message Urgency Levels

Smart Call Home allows you to filter messages based on urgency. You can associate each predefined or user-defined destination profile with a Smart Call Home threshold from 0 (least urgent) to 9 (most urgent). The default is 0 (all messages are sent).

Syslog severity levels are mapped to the Smart Call Home message level.



Note

Smart Call Home does not change the syslog message level in the message text. The syslog messages in the Smart Call Home log appear as they are described in the *Cisco NX-OS System Messages Reference*.

[Table 9-2](#) lists each Smart Call Home message level keyword and the corresponding syslog level for the syslog port alert group.

Table 9-2 Severity and syslog Level Mapping

Smart Call Home Level	Keyword	syslog Level	Description
9	Catastrophic	N/A	Network-wide catastrophic failure.
8	Disaster	N/A	Significant network impact.
7	Fatal	Emergency (0)	System is unusable.

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Table 9-2 *Severity and syslog Level Mapping (continued)*

Smart Call Home Level	Keyword	syslog Level	Description
6	Critical	Alert (1)	Critical conditions that indicate that immediate attention is needed.
5	Major	Critical (2)	Major conditions.
4	Minor	Error (3)	Minor conditions.
3	Warning	Warning (4)	Warning conditions.
2	Notification	Notice (5)	Basic notification and informational messages. Possibly independently insignificant.
1	Normal	Information (6)	Normal event signifying return to normal state.
0	Debugging	Debug (7)	Debugging messages.

Obtaining Smart Call Home

If you have a service contract directly with Cisco, you can register for the Smart Call Home service. Smart Call Home analyzes Smart Call Home messages and provides background information and recommendations. For known issues, particularly online diagnostics failures, Automatic Service Requests are generated with the Cisco TAC.

Smart Call Home offers the following features:

- Continuous device health monitoring and real-time diagnostic alerts.
- Analysis of Smart Call Home messages and, if needed, Automatic Service Request generation, routed to the correct TAC team, including detailed diagnostic information to speed problem resolution.
- Secure message transport directly from your device or through an HTTP proxy server or a downloadable Transport Gateway (TG). You can use a TG aggregation point to support multiple devices or in cases where security dictates that your devices may not be connected directly to the Internet.
- Web-based access to Smart Call Home messages and recommendations, inventory, and configuration information for all Smart Call Home devices. Provides access to associated field notices, security advisories, and end-of-life information.

You need the following information to register:

- The SMARTnet contract number for your device
- Your e-mail address
- Your Cisco.com ID

For more information about Smart Call Home, see the following Smart Call Home page:

<http://www.cisco.com/go/smartcall/>

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Distributing Smart Call Home Using CFS

You can use Cisco Fabric Services (CFS) to distribute a Smart Call Home configuration to all CFS-enabled devices in the network. The entire Smart Call Home configuration is distributed except the device priority and the sysContact names.

For more information about CFS, see the “[Configuring CFS](#)” section on page 1-1.

Database Merge Guidelines

When merging two Smart Call Home databases, the following guidelines apply:

- The merged database contains the following information:
 - A superset of all the destination profiles from the merging devices.
 - The destination profile e-mail addresses and alert groups.
 - Other configuration information (for example, message throttling, or periodic inventory) present in the managing device.
- Destination profile names cannot be duplicated within the merging devices—even though the configurations are different, the names cannot be duplicated. If a profile name is duplicated, one of the duplicate profiles must first be deleted or the merger fails.

High Availability

Stateless restarts are supported for Smart Call Home. After a reboot or supervisor switchover, the running configuration is applied.

Virtualization Support

One instance of Smart Call Home is supported per virtual device context (VDC). Smart Call Home uses the contact information from the first registered VDC as the administrator contact for all VDCs on the physical device. For example, if you want the Smart Call Home to use the contact information from the default VDC, you should register using that VDC. You can update this information at the Smart Call Home web site at the following URL:

<http://www.cisco.com/go/smartcall/>

Smart Call Home registers the contacts for all other VDCs as users that can see all the Smart Call Home data for the physical device but cannot act as administrators. All registered users and the registered administrator receive all Smart Call Home notifications from all VDCs on the physical device.

By default, you are placed in the default VDC. In the default VDC, you can test Smart Call Home using the **callhome send** and **callhome test** commands. In a nondefault VDC, only the **callhome test** command is available. For more information on VDCs, see the *Cisco Nexus 7000 Series NX-OS Virtual Device Context Configuration Guide*.

Smart Call Home is virtual routing and forwarding (VRF) aware. You can configure Smart Call Home to use a particular VRF to reach the Smart Call Home SMTP server.

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Licensing Requirements for Smart Call Home

Product	License Requirement
Cisco NX-OS	Smart Call Home requires no license. Any feature not included in a license package is bundled with the Cisco NX-OS system images and is provided at no extra charge to you. For a complete explanation of the Cisco NX-OS licensing scheme, see the <i>Cisco NX-OS Licensing Guide</i> .

Prerequisites for Smart Call Home

Smart Call Home has the following prerequisites:

- To send messages to an e-mail address, you must first configure an e-mail server. To send messages using HTTP, you must have access to an HTTPS server and have a valid certificate installed on the Nexus device.
- Your device must have IP connectivity to an e-mail server or HTTPS server.
- You must first configure the contact name (SNMP server contact), phone, and street address information. This step is required to determine the origin of messages received.
- If you use Smart Call Home, you need an active service contract for the device that you are configuring.
- If you configure VDCs, install the Advanced Services license (see the *Cisco Nexus 7000 Series NX-OS Virtual Device Context Configuration Guide*). This license is required for VDCs only, not for Smart Call Home.

Guidelines and Limitations

Smart Call Home has the following configuration guidelines and limitations:

- If there is no IP connectivity or if the interface in the VRF to the profile destination is down, Smart Call Home messages cannot be sent.
- Smart Call Home operates with any SMTP server.
- You can configure up to five SMTP servers for Smart Call Home.
- If you distribute the Smart Call Home configuration using CFS, then the entire Smart Call Home configuration is distributed except device priority and the sysContact names.
- In a mixed fabric environment with CFS enabled, Cisco devices running Cisco NX-OS Release 5.x can distribute 5.x configurations (multiple SMTP server support, HTTP VRF support, and HTTP proxy support) to other 5.x devices in the fabric over CFS. However, if an existing device upgrades to 5.x, these new configurations are not distributed to that device because a CFS merge is not triggered upon an upgrade. Therefore, we recommend applying the new configurations only when all the devices in the fabric support them or performing an empty commit from an existing 5.x device (not the newly upgraded device) that has the new configurations.

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Default Settings

Table 9-3 lists the default settings for Smart Call Home parameters.

Table 9-3 *Default Smart Call Home Parameters*

Parameters	Default
Destination message size for a message sent in full text format	2,500,000
Destination message size for a message sent in XML format	2,500,000
Destination message size for a message sent in short text format	4000
SMTP server port number if no port is specified	25
SMTP server priority if no priority is specified	50
Alert group association with profile	All for full-text-destination and short-text-destination profiles. The cisco-tac alert group for the CiscoTAC-1 destination profile.
Format type	XML
Smart Call Home message level	0 (zero)
HTTP proxy server use	Disabled and no proxy server configured

Configuring Smart Call Home



Note

If you distribute the Smart Call Home configuration using CFS, see the “[Configuring CFS](#)” section on [page 1-1](#).

This section includes the following topics:

- [Configuring Contact Information](#), page 9-130
- [Creating a Destination Profile](#), page 9-132
- [Modifying a Destination Profile](#), page 9-134
- [Associating an Alert Group and a Destination Profile](#), page 9-136
- [Adding show Commands to an Alert Group](#), page 9-138
- [Configuring E-Mail](#), page 9-139
- [Configuring VRFs To Send Messages Using HTTP](#), page 9-141
- [Configuring an HTTP Proxy Server](#), page 9-143
- [Configuring Periodic Inventory Notifications](#), page 9-144
- [Disabling Duplicate Message Throttle](#), page 9-146
- [Enabling or Disabling Smart Call Home](#), page 9-146
- [Testing Smart Call Home Communications](#), page 9-147

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**Note**

Be aware that the Cisco NX-OS commands may differ from the Cisco IOS commands.

We recommend that you complete the Smart Call Home configuration procedures in the following sequence:

1. [Configuring Contact Information, page 9-130](#)
2. [Creating a Destination Profile, page 9-132](#)
3. [Associating an Alert Group and a Destination Profile, page 9-136](#)
4. (Optional) [Adding show Commands to an Alert Group, page 9-138](#)
5. (Optional) [Creating and Distributing a CFS Configuration, page 1-27](#)
6. [Enabling or Disabling Smart Call Home, page 9-146](#)
7. (Optional) [Testing Smart Call Home Communications, page 9-147](#)

Configuring Contact Information

You can configure the contact information for Smart Call Home.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **snmp-server contact** *sys-contact*
3. **callhome**
4. **email-contact** *email-address*
5. **phone-contact** *international-phone-number*
6. **streetaddress** *address*
7. **contract-id** *contract-number*
8. **customer-id** *customer-number*
9. **site-id** *site-number*
10. **switch-priority** *number*
11. **commit**
12. **show callhome**
13. **copy running-config startup-config**

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DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	snmp-server contact sys-contact Example: switch(config)# snmp-server contact personname@companyname.com	Configures the SNMP sysContact.
Step 3	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 4	email-contact email-address Example: switch(config-callhome)# email-contact admin@Mycompany.com	Configures the e-mail address for the person primarily responsible for the device. Up to 255 alphanumeric characters are accepted in an e-mail address format. Note You can use any valid e-mail address. You cannot use spaces.
Step 5	phone-contact international-phone-number Example: switch(config-callhome)# phone-contact +1-800-123-4567	Configures the phone number in international phone number format for the primary person responsible for the device. Up to 17 alphanumeric characters are accepted in international format. Note You cannot use spaces. Be sure to use the + prefix before the number.
Step 6	streetaddress address Example: switch(config-callhome)# streetaddress 123 Anystreet st. Anytown,AnyWhere	Configures the street address as an alphanumeric string with white spaces for the primary person responsible for the device. Up to 255 alphanumeric characters are accepted, including spaces.
Step 7	contract-id contract-number Example: switch(config-callhome)# contract-id Contract5678	(Optional) Configures the contract number for this device from the service agreement. The contract number can be up to 255 alphanumeric characters in free format.
Step 8	customer-id customer-number Example: switch(config-callhome)# customer-id Customer123456	(Optional) Configures the customer number for this device from the service agreement. The customer number can be up to 255 alphanumeric characters in free format.
Step 9	site-id site-number Example: switch(config-callhome)# site-id Site1	(Optional) Configures the site number for this device. The site number can be up to 255 alphanumeric characters in free format.

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	Command	Purpose
Step 10	switch-priority <i>number</i> Example: switch(config-callhome)# switch-priority 3	(Optional) Configures the switch priority for this device. The range is from 0 to 7, with 0 being the highest priority and 7 the lowest. The default is 7.
Step 11	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 12	show callhome Example: switch(config-callhome)# show callhome	(Optional) Displays a summary of the Smart Call Home configuration.
Step 13	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to configure the contact information for Smart Call Home:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# snmp-server contact personname@companyname.com
switch(config)# callhome
switch(config-callhome)# email-contact admin@Mycompany.com
switch(config-callhome)# phone-contact +1-800-123-4567
switch(config-callhome)# streetaddress 123 Anystreet st. Anytown,AnyWhere
switch(config-callhome)# commit
```

Creating a Destination Profile

You can create a user-defined destination profile and configure its message format.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC (or use the **switchto vdc** command).

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **destination-profile** *name*
4. **destination-profile** *name* **format** {XML | full-txt | short-txt}
5. **commit**
6. **show callhome destination-profile** [*profile name*]
7. **copy running-config startup-config**

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DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	destination-profile name Example: switch(config-callhome)# destination-profile Noc101	Creates a new destination profile. The name can be any alphanumeric string up to 31 characters.
Step 4	destination-profile name format {XML full-txt short-txt} Example: switch(config-callhome)# destination-profile Noc101 format full-txt	Sets the message format for the profile. The name can be any alphanumeric string up to 31 characters.
Step 5	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 6	show callhome destination-profile [profile name] Example: switch(config-callhome)# show callhome destination-profile profile Noc101	(Optional) Displays information about one or more destination profiles.
Step 7	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to create a destination profile for Smart Call Home:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# destination-profile Noc101
switch(config-callhome)# destination-profile Noc101 format full-txt
switch(config-callhome)# commit
```

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Modifying a Destination Profile

You can modify the following attributes for a predefined or user-defined destination profile:

- Destination e-mail address—E-mail address that defines where alerts should be sent.
- Destination URL—HTTP or HTTPS URL that defines where alerts should be sent.
- Transport method—E-mail or HTTP transport that determines which type of destination addresses are used.
- Message formatting—Message format used for sending the alert (full text, short text, or XML).
- Message level—Smart Call Home message severity level for this destination profile.
- Message size—Allowed length of a Smart Call Home message sent to destination addresses in this destination profile.

See the “[Associating an Alert Group and a Destination Profile](#)” section on page 9-136 for information on configuring an alert group for a destination profile.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **destination-profile** {*name* | **CiscoTAC-1** | **full-txt-destination** | **short-txt-destination**} **email-addr** *address*
4. **destination-profile** {*name* | **CiscoTAC-1** | **full-txt-destination** | **short-txt-destination**} **http** *address*
5. **destination-profile** {*name* | **CiscoTAC-1** | **full-txt-destination** | **short-txt-destination**} **transport-method** {**email** | **http**}
6. **destination-profile** {*name* | **CiscoTAC-1** | **full-txt-destination** | **short-txt-destination**} **message-level** *number*
7. **destination-profile** {*name* | **CiscoTAC-1** | **full-txt-destination** | **short-txt-destination**} **message-size** *number*
8. **commit**
9. **show callhome destination-profile** [*profile name*]
10. **copy running-config startup-config**

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DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	destination-profile {name CiscoTAC-1 full-txt-destination short-txt-destination} email-addr address Example: switch(config-callhome)# destination-profile full-txt-destination email-addr person@place.com	Configures an e-mail address for a user-defined or predefined destination profile. Tip You can configure up to 50 e-mail addresses in a destination profile.
Step 4	destination-profile {name CiscoTAC-1 full-txt-destination short-txt-destination} http address Example: switch(config-callhome)# destination-profile CiscoTAC-1 http http://site.com/service/callhome	Configures an HTTP or HTTPS URL for a user-defined or predefined destination profile. The URL can be up to 255 characters. Note This command is not distributable with CFS. As a workaround, enter this command after the commit command.
Step 5	destination-profile {name CiscoTAC-1 full-txt-destination short-txt-destination} transport-method {email http} Example: switch(config-callhome)# destination-profile CiscoTAC-1 http http://site.com/service/callhome	Configures an e-mail or HTTP transport method for a user-defined or predefined destination profile. The type of transport method that you choose determines the configured destination addresses of that type. Note This command is not distributable with CFS. As a workaround, enter this command after the commit command.
Step 6	destination-profile {name CiscoTAC-1 full-txt-destination short-txt-destination} message-level number Example: switch(config-callhome)# destination-profile full-txt-destination message-level 5	Configures the Smart Call Home message severity level for this destination profile. Cisco NX-OS sends only alerts that have a matching or higher Smart Call Home severity level to destinations in this profile. The range is from 0 to 9, where 9 is the highest severity level.

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	Command	Purpose
Step 7	destination-profile { <i>name</i> CiscoTAC-1 full-txt-destination short-txt-destination} message-size <i>number</i> Example: switch(config-callhome)# destination-profile full-txt-destination message-size 100000	Configures the maximum message size for this destination profile. The range is from 0 to 5000000. The default is 2500000.
Step 8	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 9	show callhome destination-profile [<i>profile name</i>] Example: switch(config-callhome)# show callhome destination-profile profile full-text-destination	(Optional) Displays information about one or more destination profiles.
Step 10	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to modify a destination profile for Smart Call Home:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# destination-profile full-text-destination email-addr
person@place.com
switch(config-callhome)# destination-profile full-text-destination message-level 5
switch(config-callhome)# destination-profile full-text-destination message-size 10000
switch(config-callhome)# commit
```

Associating an Alert Group and a Destination Profile

You can associate one or more alert groups with a destination profile.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **destination-profile** {*name* | CiscoTAC-1 | full-txt-destination | short-txt-destination} **alert-group** {All | Cisco-TAC | Configuration | Diagnostic | EEM | Environmental | Inventory | License | Linecard-Hardware | Supervisor-Hardware | Syslog-group-port | System | Test}
4. **commit**

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5. **show callhome destination-profile** [profile name]
6. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	destination-profile {name CiscoTAC-1 full-txt-destination short-txt-destination} alert-group {All Cisco-TAC Configuration Diagnostic EEM Environmental Inventory License Linecard-Hardware Supervisor-Hardware Syslog-group-port System Test} Example: switch(config-callhome)# destination-profile Noc101 alert-group All	Associates an alert group with this destination profile. Use the All keyword to associate all alert groups with the destination profile.
Step 4	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 5	show callhome destination-profile [profile name] Example: switch(config-callhome)# show callhome destination-profile profile Noc101	(Optional) Displays information about one or more destination profiles.
Step 6	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to associate all alert groups with the destination profile Noc101:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# destination-profile Noc101 alert-group All
switch(config-callhome)# commit
```

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Adding show Commands to an Alert Group

You can assign a maximum of five user-defined CLI **show** commands to an alert group.



Note

You cannot add user-defined CLI **show** commands to the CiscoTAC-1 destination profile.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **alert-group { Configuration | Diagnostic | EEM | Environmental | Inventory | License | Linecard-Hardware | Supervisor-Hardware | Syslog-group-port | System | Test } user-def-cmd show-cmd**
4. **commit**
5. **show call-home user-def-cmds**
6. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	alert-group { Configuration Diagnostic EEM Environmental Inventory License Linecard-Hardware Supervisor-Hardware Syslog-group-port System Test } user-def-cmd show-cmd Example: switch(config-callhome)# alert-group Configuration user-def-cmd show ip route	Adds the show command output to any Smart Call Home messages sent for this alert group. Only valid show commands are accepted.
Step 4	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.

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	Command	Purpose
Step 5	show callhome user-def-cmds Example: switch(config-callhome)# show callhome user-def-cmds	(Optional) Displays information about all user-defined show commands added to alert groups.
Step 6	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to add the **show ip route** command to the Cisco-TAC alert group:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# alert-group Configuration user-def-cmd show ip route
switch(config-callhome)# commit
```

Configuring E-Mail

You must configure the SMTP server address for the Smart Call Home functionality to work. You can also configure the from and reply-to e-mail addresses.

You can configure up to five SMTP servers for Smart Call Home. The servers are tried based on their priority. The highest priority server is tried first. If the message fails to be sent, the next server in the list is tried until the limit is exhausted. If two servers have equal priority, the one that was configured earlier is tried first.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **transport email mail-server ip-address [port number] [priority number] [use-vrf vrf-name]**
4. **transport email from email-address**
5. **transport email reply-to email-address**
6. **commit**
7. **show callhome transport**
8. **copy running-config startup-config**

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DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	transport email mail-server ip-address [port number] [priority number] [use-vrf vrf-name] Example: switch(config-callhome)# transport email mail-server 192.0.2.1 use-vrf Red	Configures the SMTP server as the domain name server (DNS) name, IPv4 address, or IPv6 address. Optionally configures the port number. The port range is from 1 to 65535. The default port number is 25. Also optionally configures the priority of the SMTP server. The priority range is from 1 to 100, with 1 being the highest priority and 100 the lowest. If you do not specify a priority, the default value of 50 is used. Also optionally configures the VRF to use when communicating with this SMTP server. The VRF specified is not used to send messages using HTTP. To use HTTP, see the “Configuring VRFs To Send Messages Using HTTP” section on page 9-141. Note To distribute the SMTP server configuration to devices that run Release 4.2 or earlier, you must use the transport email smtp-server command, which configures only one SMTP server.
Step 4	transport email from email-address Example: switch(config-callhome)# transport email from person@company.com	(Optional) Configures the e-mail from field for Smart Call Home messages.
Step 5	transport email reply-to email-address Example: switch(config-callhome)# transport email reply-to person@company.com	(Optional) Configures the e-mail reply-to field for Smart Call Home messages.
Step 6	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.

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	Command	Purpose
Step 7	show callhome transport Example: switch(config-callhome)# show callhome transport	(Optional) Displays the transport-related configuration for Smart Call Home.
Step 8	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to configure the e-mail options for Smart Call Home messages:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# transport email mail-server 192.0.2.10 use-vrf Red
switch(config-callhome)# transport email from person@company.com
switch(config-callhome)# transport email reply-to person@company.com
switch(config-callhome)# commit
```

This example shows how to configure multiple SMTP servers for Smart Call Home messages:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# transport email mail-server 192.0.2.10 priority 4
switch(config-callhome)# transport email mail-server 172.21.34.193
switch(config-callhome)# transport email smtp-server 10.1.1.174
switch(config-callhome)# transport email mail-server 64.72.101.213 priority 60
switch(config-callhome)# transport email from person@company.com
switch(config-callhome)# transport email reply-to person@company.com
switch(config-callhome)# commit
```

Based on the configuration above, the SMTP servers would be tried in this order:

10.1.1.174 (priority 0)
192.0.2.10 (priority 4)
172.21.34.193 (priority 50, which is the default)
64.72.101.213 (priority 60)

When CFS distribution is enabled, devices that run Release 4.2 or earlier accept only the **transport email smtp-server** command configurations while devices that run Release 5.0(1) or later accept both the **transport email smtp-server** and **transport email mail-server** command configurations.



Note

When a device accepts both the **transport email smtp-server** and **transport email mail-server** commands, the **transport email smtp-server** command has a priority of 0, which is the highest. The server specified by this command is tried first followed by the servers specified by the **transport email mail-server** commands in order of priority.

Configuring VRFs To Send Messages Using HTTP

You can use VRFs to send Smart Call Home messages over HTTP. If HTTP VRFs are not configured, the default VRF is used to transport messages over HTTP.

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BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **transport http use-vrf *vrf-name***
4. **commit**
5. **show callhome**
6. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	transport http use-vrf <i>vrf-name</i> Example: switch(config-callhome)# transport http use-vrf Blue	Configures the VRF used to send e-mail and other Smart Call Home messages over HTTP.
Step 4	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 5	show callhome Example: switch(config-callhome)# show callhome	(Optional) Displays information about Smart Call Home.
Step 6	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

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This example shows how to configure a VRF to send Smart Call Home messages using HTTP:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# transport http use-vrf Blue
switch(config-callhome)# commit
```

Configuring an HTTP Proxy Server

Beginning with Cisco NX-OS Release 5.2, you can configure Smart Call Home to send HTTP messages through an HTTP proxy server. If you do not configure an HTTP proxy server, Smart Call Home sends HTTP messages directly to the Cisco Transport Gateway (TG).

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **transport http proxy server** *ip-address* [**port number**]
4. **transport http proxy enable**
5. **commit**
6. **show callhome transport**
7. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	transport http proxy server <i>ip-address</i> [<i>port number</i>] Example: switch(config-callhome)# transport http proxy server 192.0.2.1	Configures the HTTP proxy server domain name server (DNS) name, IPv4 address, or IPv6 address. Optionally configures the port number. The port range is from 1 to 65535. The default port number is 8080.

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	Command	Purpose
Step 4	transport http proxy enable Example: switch(config-callhome)# transport http proxy enable	Enables Smart Call Home to send all HTTP messages through the HTTP proxy server. Note You can execute this command only after the proxy server address has been configured. Note The VRF used for transporting messages through the proxy server is the same as that configured using the transport http use-vrf command.
Step 5	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 6	show callhome transport Example: switch(config-callhome)# show callhome transport	(Optional) Displays the transport-related configuration for Smart Call Home.
Step 7	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to configure Smart Call Home to send HTTP messages through an HTTP proxy server:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# transport http proxy server 10.10.10.1 port 4
switch(config-callhome)# transport http proxy enable
switch(config-callhome)# commit
```

Configuring Periodic Inventory Notifications

You can configure your device to periodically send a message with an inventory of all software services currently enabled and running on the device along with hardware inventory information. Cisco NX-OS generates two Smart Call Home notifications, periodic configuration messages and periodic inventory messages.

BEFORE YOU BEGIN

Make sure that you are in the correct VDC. To change the VDC, use the **switchto vdc** command.

SUMMARY STEPS

1. **config t**
2. **callhome**
3. **periodic-inventory notification [interval days | timeofday time]**

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4. **commit**
5. **show callhome**
6. **copy running-config startup-config**

DETAILED STEPS

	Command	Purpose
Step 1	config t Example: switch# config t Enter configuration commands, one per line. End with CNTL/Z. switch(config)#	Places you in global configuration mode.
Step 2	callhome Example: switch(config)# callhome switch(config-callhome)#	Enters callhome configuration mode.
Step 3	periodic-inventory notification [interval days] [timeofday time] Example: switch(config-callhome)# periodic-inventory notification interval 20	Configures the periodic inventory messages. The interval range is from 1 to 30 days, and the default is 7. The <i>time</i> argument is in HH:MM format. It defines at what time of the day every <i>X</i> days an update is sent (where <i>X</i> is the update interval).
Step 4	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.
Step 5	show callhome Example: switch(config-callhome)# show callhome	(Optional) Displays information about Smart Call Home.
Step 6	copy running-config startup-config Example: switch(config)# copy running-config startup-config	(Optional) Saves this configuration change.

This example shows how to configure the periodic inventory messages to generate every 20 days:

```
switch# config t
Enter configuration commands, one per line. End with CNTL/Z.
switch(config)# callhome
switch(config-callhome)# periodic-inventory notification interval 20
switch(config-callhome)# commit
```

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Disabling Duplicate Message Throttle

You can limit the number of duplicate messages received for the same event. By default, Cisco NX-OS limits the number of duplicate messages received for the same event. If the number of duplicate messages sent exceeds 30 messages within a 2-hour time frame, then Cisco NX-OS disables further messages for that alert type.

Use the following commands in Smart Call Home configuration mode to disable duplicate message throttling:

	Command	Purpose
Step 1	no duplicate-message throttle Example: switch(config-callhome)# no duplicate-message throttle	Disables duplicate message throttling for Smart Call Home. Enabled by default.
Step 2	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.

Enabling or Disabling Smart Call Home

Once you have configured the contact information, you can enable the Smart Call Home function.

Use the following commands in Smart Call Home configuration mode to enable Smart Call Home:

	Command	Purpose
Step 1	enable Example: switch(config-callhome)# enable	Enables Smart Call Home. Disabled by default. Note To disable Smart Call Home, use the no enable command in Smart Call Home configuration mode.
Step 2	commit Example: switch(config-callhome)# commit	Commits the callhome configuration commands.

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Testing Smart Call Home Communications

You can generate a test message to test your Smart Call Home communications.

Use the following commands in any mode to generate a test Smart Call Home message:

Command	Purpose
callhome send [configuration diagnostic] Example: switch(config-callhome)# callhome send diagnostic	Sends the specified Smart Call Home test message to all configured destinations. Note This command is available only in the default VDC.
callhome test Example: switch(config-callhome)# callhome test	Sends a test message to all configured destinations.

Verifying the Smart Call Home Configuration

To display Smart Call Home configuration information, perform one of the following tasks:

Command	Purpose
show callhome	Displays the Smart Call Home configuration.
show callhome destination-profile <i>name</i>	Displays one or more Smart Call Home destination profiles.
show callhome merge	Displays the status of the last CFS merger for Smart Call Home.
show callhome pending	Displays the Smart Call Home configuration changes in the pending CFS database.
show callhome pending-diff	Displays the differences between the pending and running Smart Call Home configuration.
show callhome session status	Displays the status of the last CFS commit or abort operation.
show callhome status	Displays the CFS distribution state (enabled or disabled) for Smart Call Home.
show callhome transport	Displays the transport-related configuration for Smart Call Home.
show callhome user-def-cmds	Displays CLI commands added to any alert groups.
show running-config callhome [all]	Displays the running configuration for Smart Call Home.
show startup-config callhome	Displays the startup configuration for Smart Call Home.
show tech-support callhome	Displays the technical support output for Smart Call Home.

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Configuration Example for Smart Call Home

This example shows how to create a destination profile called Noc101, associate the Configuration alert group to that profile, configure contact and e-mail information, and specify the VRF used to send Smart Call Home messages over HTTP:

```

config t
snmp-server contact person@company.com
callhome
  distribute
  email-contact admin@Mycompany.com
  phone-contact +1-800-123-4567
  streetaddress 123 Anystreet st. Anytown,AnyWhere
  destination-profile Noc101 format full-txt
  destination-profile full-text-destination email-addr person@company.com
  destination-profile full-text-destination message-level 5
  destination-profile Noc101 alert-group Configuration
  alert-group Configuration user-def-cmd show ip route
  transport email mail-server 192.0.2.10 priority 1
  transport http use-vrf Blue
enable
commit
  
```

Additional References

For additional information related to implementing Smart Call Home, see the following sections:

- [Event Triggers, page 9-148](#)
- [Message Formats, page 9-150](#)
- [Sample syslog Alert Notification in Full-Text Format, page 9-153](#)
- [Sample syslog Alert Notification in XML Format, page 9-156](#)
- [Related Documents, page 9-160](#)
- [Standards, page 9-160](#)
- [MIBs, page 9-160](#)

Event Triggers

Table 9-4 lists the event triggers and their Smart Call Home message severity levels.

Table 9-4 Event Triggers

Alert Group	Event Name	Description	Smart Call Home Severity Level
Configuration	PERIODIC_CONFIGURATION	Periodic configuration update message.	2

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Table 9-4 *Event Triggers (continued)*

Alert Group	Event Name	Description	Smart Call Home Severity Level
Diagnostic	DIAGNOSTIC_MAJOR_ALERT	GOLD generated a major alert.	7
	DIAGNOSTIC_MINOR_ALERT	GOLD generated a minor alert.	4
	DIAGNOSTIC_NORMAL_ALERT	Smart Call Home generated a normal diagnostic alert.	2
Environmental and CISCO_TAC	FAN_FAILURE	Cooling fan has failed.	5
	POWER_SUPPLY_ALERT	Power supply warning has occurred.	6
	POWER_SUPPLY_FAILURE	Power supply has failed.	6
	POWER_SUPPLY_SHUTDOWN	Power supply has shut down.	6
	TEMPERATURE_ALARM	Thermal sensor going bad.	6
	TEMPERATURE_MAJOR_ALARM	Thermal sensor indicates temperature has reached operating major threshold.	6
	TEMPERATURE_MINOR_ALARM	Thermal sensor indicates temperature has reached operating minor threshold.	4
Inventory and CISCO_TAC	COLD_BOOT	Switch is powered up and reset to a cold boot sequence.	2
	HARDWARE_INSERTION	New piece of hardware has been inserted into the chassis.	2
	HARDWARE_REMOVAL	Hardware has been removed from the chassis.	2
	PERIODIC_INVENTORY	Periodic inventory message has been generated.	2
License	LICENSE_VIOLATION	Feature in use is not licensed and is turned off after grace period expiration.	6
Line module Hardware and CISCO_TAC	LINEmodule_FAILURE	Module operation has failed.	7
Supervisor Hardware and CISCO_TAC	CMP_FAILURE	CMP module operation has failed.	5
	SUP_FAILURE	Supervisor module operation has failed.	7
Syslog-group-port	PORT_FAILURE	syslog message that corresponds to the port facility has been generated.	6
	SYSLOG_ALERT	syslog alert message has been generated.	5
System and CISCO_TAC	SW_CRASH	Software process has failed with a stateless restart, indicating an interruption of a service. Messages are sent for process crashes on supervisor modules and line cards.	5
	SW_SYSTEM_INCONSISTENT	Inconsistency has been detected in software or file system.	5
Test and CISCO_TAC	TEST	User generated test has occurred.	2

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Message Formats

Smart Call Home supports the following message formats:

- [Short Text Message Format](#)
- [Common Fields for Full Text and XML Messages](#)
- [Fields Specific to Alert Group Messages for Full Text and XML Messages](#)
- [Inserted Fields for a Reactive and Proactive Event Message](#)
- [Inserted Fields for an Inventory Event Message](#)
- [Inserted Fields for a User-Generated Test Message](#)

Table 9-5 describes the short text formatting option for all message types.

Table 9-5 *Short Text Message Format*

Data Item	Description
Device identification	Configured device name
Date/time stamp	Time stamp of the triggering event
Error isolation message	Plain English description of triggering event
Alarm urgency level	Error level such as that applied to system message

Table 9-6 describes the first set of common event message fields for full text or XML messages.

Table 9-6 *Common Fields for Full Text and XML Messages*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Time stamp	Date and time stamp of event in ISO time notation: <i>YYYY-MM-DD HH:MM:SS GMT+HH:MM.</i>	/aml/header/time
Message name	Name of message. Specific event names are listed in Table 9-4 .	/aml/header/name
Message type	Name of message type, such as reactive or proactive.	/aml/header/type
Message group	Name of alert group, such as syslog.	/aml/header/group
Severity level	Severity level of message (see the “ Smart Call Home Message Urgency Levels ” section on page 9-125).	/aml/header/level
Source ID	Product type for routing, such as the Catalyst 6500 series switch.	/aml/header/source
Device ID	Unique device identifier (UDI) for the end device that generated the message. This field should be empty if the message is nonspecific to a device. The format is <i>type@Sid@serial</i> . • <i>type</i> is the product model number from the backplane IDPROM. • <i>@</i> is a separator character. • <i>Sid</i> is C, identifying the serial ID as a chassis serial number. • <i>serial</i> is the number identified by the Sid field. An example is WS-C6509@C@12345678	/aml/ header/deviceId

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Table 9-6 Common Fields for Full Text and XML Messages (continued)

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Customer ID	Optional user-configurable field used for contract information or other ID by any support service.	/aml/ header/customerID
Contract ID	Optional user-configurable field used for contract information or other ID by any support service.	/aml/ header /contractId
Site ID	Optional user-configurable field used for Cisco-supplied site ID or other data meaningful to alternate support service.	/aml/ header/siteId
Server ID	If the message is generated from the device, this is the unique device identifier (UDI) of the device. The format is <i>type@Sid@serial</i>. <i>type</i> is the product model number from the backplane IDPROM. <i>@</i> is a separator character. <i>Sid</i> is C, identifying the serial ID as a chassis serial number. <i>serial</i> is the number identified by the Sid field. An example is WS-C6509@C@12345678.	/aml/header/serverId
Message description	Short text that describes the error.	/aml/body/msgDesc
Device name	Node that experienced the event (hostname of the device).	/aml/body/sysName
Contact name	Name of person to contact for issues associated with the node that experienced the event.	/aml/body/sysContact
Contact e-mail	E-mail address of person identified as the contact for this unit.	/aml/body/sysContactEmail
Contact phone number	Phone number of the person identified as the contact for this unit.	/aml/body/sysContactPhone Number
Street address	Optional field that contains the street address for RMA part shipments associated with this unit.	/aml/body/sysStreetAddress
Model name	Model name of the device (the specific model as part of a product family name).	/aml/body/chassis/name
Serial number	Chassis serial number of the unit.	/aml/body/chassis/serialNo
Chassis part number	Top assembly number of the chassis.	/aml/body/chassis/partNo

Table 9-7 describes the fields specific to alert group messages for full text and XML. These fields may be repeated if multiple CLI commands are executed for an alert group.

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Table 9-7 *Fields Specific to Alert Group Messages for Full Text and XML Messages*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Command output name	Exact name of the issued CLI command.	/aml/attachments/attachment/name
Attachment type	Specific command output.	/aml/attachments/attachment/type
MIME type	Either plain text or encoding type.	/aml/attachments/attachment/mime
Command output text	Output of command automatically executed (see the “ Smart Call Home Alert Groups ” section on page 9-123).	/aml/attachments/attachment/attachment

[Table 9-8](#) describes the reactive and proactive event message format for full text or XML messages.

Table 9-8 *Inserted Fields for a Reactive and Proactive Event Message*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Chassis hardware version	Hardware version of chassis.	/aml/body/chassis/hwVersion
Supervisor module software version	Top-level software version.	/aml/body/chassis/swVersion
Affected FRU name	Name of the affected FRU that is generating the event message.	/aml/body/fru/name
Affected FRU serial number	Serial number of the affected FRU.	/aml/body/fru/serialNo
Affected FRU part number	Part number of the affected FRU.	/aml/body/fru/partNo
FRU slot	Slot number of the FRU that is generating the event message.	/aml/body/fru/slot
FRU hardware version	Hardware version of the affected FRU.	/aml/body/fru/hwVersion
FRU software version	Software version(s) that is running on the affected FRU.	/aml/body/fru/swVersion

[Table 9-9](#) describes the inventory event message format for full text or XML messages.

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Table 9-9 *Inserted Fields for an Inventory Event Message*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Chassis hardware version	Hardware version of the chassis.	/aml/body/chassis/hwVersion
Supervisor module software version	Top-level software version.	/aml/body/chassis/swVersion
FRU name	Name of the affected FRU that is generating the event message.	/aml/body/fru/name
FRU s/n	Serial number of the FRU.	/aml/body/fru/serialNo
FRU part number	Part number of the FRU.	/aml/body/fru/partNo
FRU slot	Slot number of the FRU.	/aml/body/fru/slot
FRU hardware version	Hardware version of the FRU.	/aml/body/fru/hwVersion
FRU software version	Software version(s) that is running on the FRU.	/aml/body/fru/swVersion

Table 9-10 describes the user-generated test message format for full text or XML.

Table 9-10 *Inserted Fields for a User-Generated Test Message*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Process ID	Unique process ID.	/aml/body/process/id
Process state	State of process (for example, running or halted).	/aml/body/process/processState
Process exception	Exception or reason code.	/aml/body/process/exception

Sample syslog Alert Notification in Full-Text Format

This sample shows the full-text format for a syslog port alert-group notification:

```
Severity Level:5
Series:Nexus7000
Switch Priority:0
Device Id:N7K-C7010@C@TXX12345678
Server Id:N7K-C7010@C@TXX12345678
Time of Event:2008-01-17 16:31:33 GMT+0000 Message Name:
Message Type:syslog
System Name:dc3-test
Contact Name:Jay Tester
Contact Email:contact@example.com
Contact Phone:+91-80-1234-5678
Street Address:#1 Any Street
```

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```

Event Description:SYSLOG_ALERT 2008 Jan 17 16:31:33 dc3-test %ETHPORT-2-IF_SEQ_ERROR:
Error (0x20) while communicating with component MTS_SAP_ELTM
opcode:MTS_OPC_ETHPM_PORT_PHY_CLEANUP (for:RID_PORT: Ethernet3/1)

syslog_facility:ETHPORT
start chassis information:
Affected Chassis:N7K-C7010
Affected Chassis Serial Number:TXX12345678 Affected Chassis Hardware Version:0.405
Affected Chassis Software Version:4.1(1) Affected Chassis Part No:73-10900-04 end chassis
information:
start attachment
  name:show logging logfile | tail -n 200
  type:text
  data:
    2008 Jan 17 10:57:51 dc3-test %SYSLOG-1-SYSTEM_MSG : Logging logfile (messages)
cleared by user
  2008 Jan 17 10:57:53 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
  2008 Jan 17 10:58:35 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
  2008 Jan 17 10:59:00 dc3-test %DAEMON-3-SYSTEM_MSG: error: setsockopt IP_TOS 16:
Invalid argument: - sshd[14484]
  2008 Jan 17 10:59:05 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
  2008 Jan 17 12:11:18 dc3-test %SYSMGR-STANDBY-5-SUBPROC_TERMINATED: "System Manager
(gsync controller)" (PID 12000) has finished with error code
SYSMGR_EXITCODE_GSYNCFAILED_NONFATAL (12).
  2008 Jan 17 16:28:03 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
  2008 Jan 17 16:28:44 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2579 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero .
  2008 Jan 17 16:28:44 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 3504)
hasn't caught signal 9 (no core).
  2008 Jan 17 16:29:08 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2579 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero.
  2008 Jan 17 16:29:08 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 23210)
hasn't caught signal 9 (no core).
  2008 Jan 17 16:29:17 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2579 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero.
  2008 Jan 17 16:29:17 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 23294)
hasn't caught signal 9 (no core).
  2008 Jan 17 16:29:25 dc3-test %SYSMGR-2-HASWITCHOVER_PRE_START: This supervisor is
becoming active (pre-start phase).
  2008 Jan 17 16:29:25 dc3-test %SYSMGR-2-HASWITCHOVER_START: This supervisor is
becoming active.
  2008 Jan 17 16:29:26 dc3-test %USER-3-SYSTEM_MSG: crdcfg_get_srvinfo: mts_send failed
- device_test
  2008 Jan 17 16:29:27 dc3-test %NETSTACK-3-IP_UNK_MSG_MAJOR: netstack [4336]
Unrecognized message from MRIB. Major type 1807
  2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 1
  2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 2
  2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 3
  2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 4
  2008 Jan 17 16:29:28 dc3-test %SYSMGR-2-SWITCHOVER_OVER: Switchover completed.
  2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 2 -
ntpd[19045]
  2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 10 -
ntpd[19045]
  2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:ipv6 only defined -
ntpd[19045]
  2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:bindv6 only defined -
ntpd[19045]
  2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 2 -
ntpd[19045]

```

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2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 0 -
ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 0 -
ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %NETSTACK-3-CLIENT_GET: netstack [4336] HA client
filter recovery failed (0)
2008 Jan 17 16:29:28 dc3-test %NETSTACK-3-CLIENT_GET: netstack [4336] HA client
filter recovery failed (0)
2008 Jan 17 16:29:29 dc3-test %DAEMON-3-SYSTEM_MSG: ssh disabled, removing -
dcos-xinetd[19072]
2008 Jan 17 16:29:29 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19072]
2008 Jan 17 16:29:31 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19073]
2008 Jan 17 16:29:32 dc3-test %DAEMON-3-SYSTEM_MSG: ssh disabled, removing -
dcos-xinetd[19079]
2008 Jan 17 16:29:32 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19079]
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 1
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 2
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 3
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 4
2008 Jan 17 16:29:34 dc3-test %DAEMON-3-SYSTEM_MSG: ssh disabled, removing -
dcos-xinetd[19105]
2008 Jan 17 16:29:34 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19105]
2008 Jan 17 16:29:35 dc3-test %PLATFORM-2-PS_AC_IN_MISSING: Power supply 2 present but
all AC inputs are not connected, ac-redundancy might be affected
2008 Jan 17 16:29:35 dc3-test %PLATFORM-2-PS_AC_IN_MISSING: Power supply 3 present but
all AC inputs are not connected, ac-redundancy might be affected
2008 Jan 17 16:29:38 dc3-test %CALLHOME-2-EVENT: SUP_FAILURE
2008 Jan 17 16:29:46 dc3-test vsh[19166]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:30:24 dc3-test vsh[23810]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:30:24 dc3-test vsh[23803]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:30:24 dc3-test vsh[23818]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:30:47 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:30:47 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 4820)
hasn't caught signal 9 (no core).
2008 Jan 17 16:31:02 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:31:02 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 24239)
hasn't caught signal 9 (no core).
2008 Jan 17 16:31:14 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:31:14 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 24401)
hasn't caught signal 9 (no core).
2008 Jan 17 16:31:23 dc3-test %CALLHOME-2-EVENT: SW_CRASH alert for service: eltm
2008 Jan 17 16:31:23 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message
Core not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:31:23 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service "eltm" (PID 24407)
hasn't caught signal 9 (no core).
2008 Jan 17 16:31:24 dc3-test vsh[24532]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:31:24 dc3-test vsh[24548]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:31:24 dc3-test vsh[24535]: CLIC-3-FAILED_EXEC: Can not exec command
<more> return code <14>
2008 Jan 17 16:31:33 dc3-test %NETSTACK-3-INTERNAL_ERROR: netstack [4336] (null)

```

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```
2008 Jan 17 16:31:33 dc3-test %ETHPORT-2-IF_SEQ_ERROR: Error (0x20) while
communicating with component MTS_SAP_ELTM opcode:MTS_OPC_ETHPM_PORT_PHY_CLEANUP
(for:RID_PORT: Ethernet3/1) end attachment start attachment
name:show vdc membership
type:text
data:
```

```
vdc_id: 1 vdc_name: dc3-test interfaces:
Ethernet3/1      Ethernet3/2      Ethernet3/3
Ethernet3/4      Ethernet3/5      Ethernet3/6
Ethernet3/7      Ethernet3/8      Ethernet3/9
Ethernet3/10     Ethernet3/11     Ethernet3/12
Ethernet3/13     Ethernet3/14     Ethernet3/15
Ethernet3/16     Ethernet3/17     Ethernet3/18
Ethernet3/19     Ethernet3/20     Ethernet3/21
Ethernet3/22     Ethernet3/23     Ethernet3/24
Ethernet3/25     Ethernet3/26     Ethernet3/27
Ethernet3/28     Ethernet3/29     Ethernet3/30
Ethernet3/31     Ethernet3/32     Ethernet3/33
Ethernet3/34     Ethernet3/35     Ethernet3/36
Ethernet3/37     Ethernet3/38     Ethernet3/39
Ethernet3/40     Ethernet3/41     Ethernet3/42
Ethernet3/43     Ethernet3/44     Ethernet3/45
Ethernet3/46     Ethernet3/47     Ethernet3/48
```

```
vdc_id: 2 vdc_name: dc3-aaa interfaces:
```

```
vdc_id: 3 vdc_name: dc3-rbac interfaces:
```

```
vdc_id: 4 vdc_name: dc3-call interfaces:
```

```
end attachment
start attachment
name:show vdc current-vdc
type:text
data:
Current vdc is 1 - dc3-test
end attachment
start attachment
```

```
name:show license usage
type:text
data:
Feature                               Ins  Lic  Status Expiry Date Comments
                                   Count
-----
LAN_ADVANCED_SERVICES_PKG             Yes  -    In use Never        -
LAN_ENTERPRISE_SERVICES_PKG            Yes  -    Unused Never        -
-----
```

```
end attachment
```

Sample syslog Alert Notification in XML Format

This sample shows the XML format for a syslog port alert-group notification:

```
<?xml version="1.0" encoding="UTF-8" ?>
<soap-env:Envelope xmlns:soap-env="http://www.w3.org/2003/05/soap-envelope">
<soap-env:Header>
```

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```
<aml-session:Session xmlns:aml-session="http://www.cisco.com/2004/01/aml-session"
soap-env:mustUnderstand="true"
soap-env:role="http://www.w3.org/2003/05/soap-envelope/role/next">
<aml-session:To>http://tools.cisco.com/neddce/services/DDCEService</aml-session:To>
<aml-session:Path>
<aml-session:Via>http://www.cisco.com/appliance/uri</aml-session:Via>
</aml-session:Path>
<aml-session:From>http://www.cisco.com/appliance/uri</aml-session:From>
<aml-session:MessageId>1004:TX12345678:478F82E6</aml-session:MessageId>
</aml-session:Session>
</soap-env:Header>
<soap-env:Body>
<aml-block:Block xmlns:aml-block="http://www.cisco.com/2004/01/aml-block">
<aml-block:Header>
<aml-block:Type>http://www.cisco.com/2005/05/callhome/syslog</aml-block:Type>
<aml-block:CreationDate>2008-01-17 16:31:33 GMT+0000</aml-block:CreationDate>
<aml-block:Builder> <aml-block:Name>DC3</aml-block:Name>
<aml-block:Version>4.1</aml-block:Version>
</aml-block:Builder>
<aml-block:BlockGroup>
<aml-block:GroupId>1005:TX12345678:478F82E6</aml-block:GroupId>
<aml-block:Number>0</aml-block:Number>
<aml-block:IsLast>true</aml-block:IsLast>
<aml-block:IsPrimary>true</aml-block:IsPrimary>
<aml-block:WaitForPrimary>false</aml-block:WaitForPrimary>
</aml-block:BlockGroup>
<aml-block:Severity>5</aml-block:Severity>
</aml-block:Header>
<aml-block:Content>
<ch:CallHome xmlns:ch="http://www.cisco.com/2005/05/callhome" version="1.0">
<ch:EventTime>2008-01-17 16:31:33 GMT+0000</ch:EventTime>
<ch:MessageDescription>SYSLOG_ALERT 2008 Jan 17 16:31:33 dc3-test %ETHPORT-2-IF_SEQ_ERROR:
Error (0x20) while communicating with component MTS_SAP_ELTM
opcode:MTS_OPC_ETHPM_PORT_PHY_CLEANUP (for:RID_PORT: Ethernet3/1) </ch:MessageDescription>
<ch:Event> <ch:Type>syslog</ch:Type> <ch:SubType></ch:SubType> <ch:Brand>Cisco</ch:Brand>
<ch:Series>Nexus7000</ch:Series> </ch:Event> <ch:CustomerData> <ch:UserData>
<ch:Email>contact@example.com</ch:Email>
</ch:UserData>
<ch:ContractData>
<ch:DeviceId>N7K-C7010@C@TX12345678</ch:DeviceId>
</ch:ContractData>
<ch:SystemInfo>
<ch:Name>dc3-test</ch:Name>
<ch:Contact>Jay Tester</ch:Contact> <ch:ContactEmail>contact@example.com</ch:ContactEmail>
<ch:ContactPhoneNumber>+91-80-1234-5678</ch:ContactPhoneNumber>
<ch:StreetAddress>#1, Any Street</ch:StreetAddress> </ch:SystemInfo> </ch:CustomerData>
<ch:Device> <rme:Chassis xmlns:rme="http://www.cisco.com/rme/4.1">
<rme:Model>N7K-C7010</rme:Model>
<rme:HardwareVersion>0.405</rme:HardwareVersion>
<rme:SerialNumber>TX12345678</rme:SerialNumber>
</rme:Chassis>
</ch:Device>
</ch:CallHome>
</aml-block:Content>
<aml-block:Attachments>
<aml-block:Attachment type="inline">
<aml-block:Name>show logging logfile | tail -n 200</aml-block:Name> <aml-block:Data
encoding="plain">
<![CDATA[2008 Jan 17 10:57:51 dc3-test %SYSLOG-1-SYSTEM_MSG : Logging logfile (messages)
cleared by user
2008 Jan 17 10:57:53 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
2008 Jan 17 10:58:35 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
```

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```

2008 Jan 17 10:59:00 dc3-test %DAEMON-3-SYSTEM_MSG: error: setsockopt IP_TOS 16: Invalid
argument: - sshd[14484]
2008 Jan 17 10:59:05 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
2008 Jan 17 12:11:18 dc3-test %SYSMGR-STANDBY-5-SUBPROC_TERMINATED: \"System Manager
(gsync controller)\" (PID 12000) has finished with error code
SYSMGR_EXITCODE_GSYNCFAILED_NONFATAL (12).
2008 Jan 17 16:28:03 dc3-test %VSHD-5-VSHD_SYSLOG_CONFIG_I: Configuring console from
/dev/ttyS0 /dev/ttyS0_console
2008 Jan 17 16:28:44 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2579 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:28:44 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 3504)
hasn't caught signal 9 (no core).
2008 Jan 17 16:29:08 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2579 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:29:08 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 23210)
hasn't caught signal 9 (no core).
2008 Jan 17 16:29:17 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2579 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:29:17 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 23294)
hasn't caught signal 9 (no core).
2008 Jan 17 16:29:25 dc3-test %SYSMGR-2-HASWITCHOVER_PRE_START: This supervisor is
becoming active (pre-start phase).
2008 Jan 17 16:29:25 dc3-test %SYSMGR-2-HASWITCHOVER_START: This supervisor is becoming
active.
2008 Jan 17 16:29:26 dc3-test %USER-3-SYSTEM_MSG: crdcfg_get_srvinfo: mts_send failed -
device_test
2008 Jan 17 16:29:27 dc3-test %NETSTACK-3-IP_UNK_MSG_MAJOR: netstack [4336] Unrecognized
message from MRIB. Major type 1807
2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 1
2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 2
2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 3
2008 Jan 17 16:29:27 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is DOWN in vdc 4
2008 Jan 17 16:29:28 dc3-test %SYSMGR-2-SWITCHOVER_OVER: Switchover completed.
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 2 - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 10 - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:ipv6 only defined - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:bindv6 only defined - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 2 - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 0 - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %DAEMON-3-SYSTEM_MSG: ntp:socket family : 0 - ntpd[19045]
2008 Jan 17 16:29:28 dc3-test %NETSTACK-3-CLIENT_GET: netstack [4336] HA client filter
recovery failed (0)
2008 Jan 17 16:29:28 dc3-test %NETSTACK-3-CLIENT_GET: netstack [4336] HA client filter
recovery failed (0)
2008 Jan 17 16:29:29 dc3-test %DAEMON-3-SYSTEM_MSG: ssh disabled, removing -
dcos-xinetd[19072]
2008 Jan 17 16:29:29 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19072]
2008 Jan 17 16:29:31 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19073]
2008 Jan 17 16:29:32 dc3-test %DAEMON-3-SYSTEM_MSG: ssh disabled, removing -
dcos-xinetd[19079]
2008 Jan 17 16:29:32 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19079]
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 1
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 2
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 3
2008 Jan 17 16:29:34 dc3-test %IM-5-IM_INTF_STATE: mgmt0 is UP in vdc 4
2008 Jan 17 16:29:34 dc3-test %DAEMON-3-SYSTEM_MSG: ssh disabled, removing -
dcos-xinetd[19105]
2008 Jan 17 16:29:34 dc3-test %DAEMON-3-SYSTEM_MSG: Telnet disabled, removing -
dcos-xinetd[19105]

```


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```

2008 Jan 17 16:29:35 dc3-test %PLATFORM-2-PS_AC_IN_MISSING: Power supply 2 present but all
AC inputs are not connected, ac-redundancy might be affected
2008 Jan 17 16:29:35 dc3-test %PLATFORM-2-PS_AC_IN_MISSING: Power supply 3 present but all
AC inputs are not connected, ac-redundancy might be affected
2008 Jan 17 16:29:38 dc3-test %CALLHOME-2-EVENT: SUP_FAILURE
2008 Jan 17 16:29:46 dc3-test vsh[19166]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:30:24 dc3-test vsh[23810]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:30:24 dc3-test vsh[23803]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:30:24 dc3-test vsh[23818]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:30:47 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:30:47 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 4820)
hasn&apos;t caught signal 9 (no core).
2008 Jan 17 16:31:02 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:31:02 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 24239)
hasn&apos;t caught signal 9 (no core).
2008 Jan 17 16:31:14 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:31:14 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 24401)
hasn&apos;t caught signal 9 (no core).
2008 Jan 17 16:31:23 dc3-test %CALLHOME-2-EVENT: SW_CRASH alert for service: eltm
2008 Jan 17 16:31:23 dc3-test %SYSMGR-3-BASIC_TRACE: core_copy: PID 2630 with message Core
not generated by system for eltm(0). WCOREDUMP(9) returned zero .
2008 Jan 17 16:31:23 dc3-test %SYSMGR-2-SERVICE_CRASHED: Service \"eltm\" (PID 24407)
hasn&apos;t caught signal 9 (no core).
2008 Jan 17 16:31:24 dc3-test vsh[24532]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:31:24 dc3-test vsh[24548]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:31:24 dc3-test vsh[24535]: CLIC-3-FAILED_EXEC: Can not exec command
&lt;more&gt; return code &lt;14&gt;
2008 Jan 17 16:31:33 dc3-test %NETSTACK-3-INTERNAL_ERROR: netstack [4336] (null)
2008 Jan 17 16:31:33 dc3-test %ETHPORT-2-IF_SEQ_ERROR: Error (0x20) while communicating
with component MTS_SAP_ELTM opcode:MTS_OPC_ETHPM_PORT_PHY_CLEANUP (for:RID_PORT:
Ethernet3/1) ]]> </aml-block:Data> </aml-block:Attachment> <aml-block:Attachment
type=\"inline\"> <aml-block:Name>show vdc membership</aml-block:Name> <aml-block:Data
encoding=\"plain\"> <![CDATA[
vdc_id: 1 vdc_name: dc3-test interfaces:
    Ethernet3/1      Ethernet3/2      Ethernet3/3
    Ethernet3/4      Ethernet3/5      Ethernet3/6
    Ethernet3/7      Ethernet3/8      Ethernet3/9
    Ethernet3/10     Ethernet3/11     Ethernet3/12
    Ethernet3/13     Ethernet3/14     Ethernet3/15
    Ethernet3/16     Ethernet3/17     Ethernet3/18
    Ethernet3/19     Ethernet3/20     Ethernet3/21
    Ethernet3/22     Ethernet3/23     Ethernet3/24
    Ethernet3/25     Ethernet3/26     Ethernet3/27
    Ethernet3/28     Ethernet3/29     Ethernet3/30
    Ethernet3/31     Ethernet3/32     Ethernet3/33
    Ethernet3/34     Ethernet3/35     Ethernet3/36
    Ethernet3/37     Ethernet3/38     Ethernet3/39
    Ethernet3/40     Ethernet3/41     Ethernet3/42
    Ethernet3/43     Ethernet3/44     Ethernet3/45
    Ethernet3/46     Ethernet3/47     Ethernet3/48

vdc_id: 2 vdc_name: dc3-aaa interfaces:

vdc_id: 3 vdc_name: dc3-rbac interfaces:

```

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```
vdc_id: 4 vdc_name: dc3-call interfaces:

]]>
</aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show vdc current-vdc</aml-block:Name> <aml-block:Data encoding="plain">
<![CDATA[Current vdc is 1 - dc3-test ]]> </aml-block:Data> </aml-block:Attachment>
<aml-block:Attachment type="inline"> <aml-block:Name>show license usage</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[Feature          Ins  Lic   Status Expiry Date Comments
                        Count
-----
LAN_ADVANCED_SERVICES_PKG    Yes  -   In use Never      -
LAN_ENTERPRISE_SERVICES_PKG  Yes  -   Unused Never      -
-----
]]>
</aml-block:Data>
</aml-block:Attachment>
</aml-block:Attachments>
</aml-block:Block>
</soap-env:Body>
</soap-env:Envelope>
```

Related Documents

Related Topic	Document Title
Smart Call Home CLI commands	<i>Cisco Nexus 7000 Series NX-OS System Management Command Reference</i>
VDCs and VRFs	<i>Cisco Nexus 7000 Series NX-OS Virtual Device Context Configuration Guide</i>

Standards

Standards	Title
No new or modified standards are supported by this feature, and support for existing standards has not been modified by this feature.	—

MIBs

MIBs	MIBs Link
CISCO-CALLHOME-MIB	To locate and download MIBs, go to the following URL: http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml

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Feature History for Smart Call Home

Table 9-11 lists the release history for this feature.

Table 9-11 *Feature History for Smart Call Home*

Feature Name	Releases	Feature Information
HTTP proxy server	5.2(1)	Added the ability to send HTTP messages through an HTTP proxy server. See the “Configuring an HTTP Proxy Server” section on page 9-143 .
Smart Call Home	5.1(1)	No change from Release 5.0.
SMTP server configuration	5.0(2)	Added the ability to configure multiple SMTP servers. See the “Configuring E-Mail” section on page 9-139 .
VRF support for HTTP transport of Smart Call Home messages	5.0(2)	VRFs can be used to send e-mail and other Smart Call Home messages over HTTP. See the “Configuring VRFs To Send Messages Using HTTP” section on page 9-141 .
Crash notifications	5.0(2)	Messages are sent for process crashes on line cards. See the “Event Triggers” section on page 9-148 .
Destination profile configuration	4.1(3)	The commands destination-profile http and destination-profile transport-method cannot be distributed. See the “Modifying a Destination Profile” section on page 9-134 .

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